

**Title:** OCTO - NOC Critical Event Analyst      **Region:** District of Columbia  
**Req ID:** 502632

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## Details

### Requisition Details

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**Req. Class:** BSAV1 : 1-Entry      **Region:** District of Columbia  
**Title:** OCTO - NOC Critical Event Analyst  
**Req. Status:** Open  
**No. of Openings:** 1      **No. Filled:** 0  
**Start Date:** 07/10/2017  
**No New Submittals After:** 06/29/2017  
**Max Submittals by Vendor per Opening:** 2

**Worksite Address:** 2720 Martin Luther King Jr Aver  
**Agency Interview Type:** In Person  
**Advanced Technical Screening Required?:** No  
**Existing Incumbent Resource?:** No

### Requisition Description

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**Engagement Type:** Contract  
**Short Description:** Primary role involves monitoring, coordinating and escalating critical incidents impacting District of Columbia Government operations.  
**Complete Description:** Responsibilities: 1. Directs and compiles information related to a critical event. Routinely prepare reason for outage (RFO) documents and reports 2. Interfaces with District agency IT leads to ensure proper escalation during outages or periods of degraded system performance. 3. Plans large-scale systems projects through vendor comparison and cost studies. 4. Provides quality assurance review and the evaluation of new and existing software products. 5. Provides assistance and oversight for all information systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations

support, operating systems programming, system security policy procedures, and/or web strategy and operations. 6. candidate will be required to work on shift, to support the NOC 365/24/7 operations In addition, 1. Assist administratively with the drafting policy, procedure documents. 2. Work with vendors to obtain quotes and prepare statement of work documentation for maintenance and support renewals, or new purchase 3. Provide logistic support to all personnel engaged in the operation and support of network facilities, including all communications in large scale or multi-shift operations. 4. Monitors and responds to hardware, software, and network problems. Analyst Role and Responsibilities: Monitor global network infrastructure ? Contribute to Root Cause Analysis for customer/internal outages and recommend resolutions ? Document infrastructure procedures for internal support ? Prioritize workload to ensure service and project delivery targets achieved ? Review new network designs and changes to ensure that they meet Operational Acceptance Criteria and are supportable ? Update design documentation for internal and customer support ? Contribute to Continuous Service Improvement ? Support after hour and weekend on-call duties as required by the OCTO Network Operations Center (NOC) department. Minimum Education/Certification Requirements: Bachelor's degree in Information Technology, or Business Management or Administration ----- CONTRACT JOB DESCRIPTION Complete Description Responsibilities: 1. Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. 2. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications. 3. Provides consultation on complex projects and is considered to be the top level contributor/specialist of most phases of systems analysis, while considering the business implications of the application of technology to the current and future business environment. Minimum Education/Certification Requirements : Bachelor's degree in Information Technology or related field or equivalent experience; or a current Project Management Professional (PMP) Certification

**Client Information**

<b>Work Location:</b>	OCTO - 200 I Street, SE Washington DC 20003	<b>Cost Center:</b>	OCTO - Office of the Chief Technology Officer
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**Required/Desired Skills**

**Required /Desired**

Skill	Required /Desired	Amount	of Experience
Project management experience	Required	3	Years
Experience interfacing with IT leads to ensure proper escalation of issues during outages or periods of degraded system performance	Required	3	Years
Compiling and analyzing information related to critical events (preparing reason for outage reports, timelines, impact, etc.)	Required	3	Years
Monitoring and responding to hardware, software, and network problems	Required	3	Years
Bachelor's degree in Information Technology, or Business Management or Administration	Required		
ITIL management framework experience	Required	3	Years
Cisco CCNA or higher networking experience equivalent experience	Required	3	Years

Experience with network monitoring tools such as Solarwinds, Netscout, Splunk, HP Appulse, and Sitemscope	Required	3	Years
Experience with network infrastructure devices including switches, routers and firewalls.	Required	3	Years
Preparing a statement of work (SOW),	Required	3	Years
Knowledge of hardware, software, network operations functions, packet switching, communications protocols, and diagnostic tools	Required	3	Years
PMP certification	Desired		
CCNA or higher certification	Desired		
1-5 yrs BA experience	Not Required		
1-5 yrs Software Development Lifecycle experience	Not Required		
1-5 yrs requirements gathering and documentation	Required		
1-5 yrs MS Office/PowerPoint experience	Required		

### Questions

	Description
Question 1	Absences greater than two weeks MUST be approved by CAI management in advance, and contact information must be provided to CAI so that the resource can be reached during his or her absence. The Client has the right to dismiss the resource if he or she does not return to work by the agreed upon date. Do you accept this requirement?
Question 2	Please list candidate's email address that will be used when submitting E-RTR.
Question 3	Please make sure your candidate is available to interview on July 10 • 14
Question 4	There are no reimbursable expenses. Do you accept this requirement?

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